

STATEMENT OF WORK

SCADA/AV SYSTEM MAINTENANCE

1.0 GENERAL: The Contractor shall provide preventive and on-call maintenance services for the Supervisory Control And Data Acquisition (SCADA) and Audio Visual (AV) system described in this Statement of Work (SOW). This system is located at the Federal Emergency Management Agency (FEMA) Mount Weather Emergency Operations Center (MWEOC), 19844 Blue Ridge Mountain Road, Mt. Weather, VA 20135-2006.

1.1 Changes During the Contract Term: If any SCADA/AV equipment changes are made during the term of the contract that requires an increase or decrease in service effort, the associated contract cost shall be changed accordingly. Any such changes shall be mutually agreed upon and will be executed through an appropriate contract modification.

1.2 The Contractor must provide service technicians that are factory-certified to perform service on the SCADA/AV system. The Contractor must also have direct access to factory technical support to assist with any required on-call maintenance on this system.

2.0 SECURITY REQUIREMENTS: An active DSS TOP SECRET facility clearance is required of the Contractor and any Sub-contractors; individual TOP SECRET clearances are required for all staff performing work at the MWEOC facility. Reference the paragraphs titled "SECURITY REQUIREMENTS" in the RFP. Contractor service personnel must comply with MWEOC security regulations/requirements as well as CFR 44, PART 15; CONDUCT AT THE MT. WEATHER EMERGENCY ASSISTANCE CENTER AND AT THE NATIONAL EMERGENCY TRAINING CENTER. The Contractor is required to become familiar with and abide by information provided to them after contract award concerning specifications for working in CLASSIFIED areas. Such information may deal with security regulations, temporary facilities and controls, and any associated work restrictions. Any necessary security clearances shall be obtained prior to commencement of work. A DD Form 254 will apply and be issued under this contract.

2.1 The SCADA/AV system to be maintained under this contract is located in a classified area that requires a TOP SECRET security clearance to access. Such access will be only to perform the services required in this SOW. The Contractor must have an adequate number of service personnel with appropriate security clearance to support the on-call maintenance requirements of this contract. As a minimum, the contractor shall have at least one (1) Controls Electrician, one (1) Computer/Network Support Engineer and one (1) Controls Engineer with active TOP SECRET clearances at the time of contract award. The Contractor shall allow approximately 30 calendar days, from submittal of approved VAR/VAL/DD254 access forms, for approval by the U.S. Government to allow personnel with active TOP SECRET clearances access to classified areas at the Mount Weather facility.

2.2 Contractor personnel should anticipate up to one additional hour per visit to the facility for vehicle inspection and access to the equipment to be serviced. Due to specific mission requirements and special programs inherent in the nature of TOP SECRET restricted areas, the U.S. Government may direct the Contractor to leave restricted areas at any given time. The Contractor shall notify the Contracting Officer immediately upon interruption of service or stoppage of work under this contract.

2.3 The Contractor will require access to:

- COMMUNICATIONS SECURITY (COMSEC) INFORMATION – NO
- RESTRICTED DATA – NO
- CRITICAL NUCLEAR WEAPON DESIGN INFORMATION – NO
- FORMERLY RESTRICTED DATA – NO

- INTELLIGENCE INFORMATION – SENSITIVE COMPARTMENTED INFORMATION (SCI) – NO
- INTELLIGENCE INFORMATION – NON-SCI – NO
- SPECIAL ACCESS INFORMATION – NO
- NATO INFORMATION – NO
- FOREIGN GOVERNMENT INFORMATION – NO
- LIMITED DISSEMINATION INFORMATION – NO
- FOR OFFICIAL USE ONLY INFORMATION (FOUO) – YES

2.4 In performing this contract, the Contractor will:

- HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY – YES
- RECEIVE CLASSIFIED DOCUMENTS ONLY – NO
- RECEIVE AND GENERATE CLASSIFIED MATERIAL – NO
- FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE – NO
- PERFORM SERVICES ONLY – YES
- HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUERTO RICO, U.S. POSSESSIONS AND TRUST TERRITORIES – NO
- BE AUTHORIZED TO USE THE SERVICES OF THE DEFENSE TECHNICAL INFORMATION CENTER (DTIC) OR OTHER DISTRIBUTION CENTER – NO
- REQUIRE A COMSEC ACCOUNT – NO
- HAVE TEMPEST REQUIREMENTS – NO
- HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS – YES
- BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE – NO

2.5 As required by Executive Order 12829 and under the authority of DOD Directive 5220.22, the Contractor must provide all cleared employees with Operations Security (OPSEC) and Insider Threat (IT) security education and training at least annually. Training methods for Contractor personnel can be found at:

- IT – <http://cdsetrain.dtic.mil/itawareness/index.htm>
- OPSEC – <https://www.iad.gov/ioss/departments/opsec-fundamentals-course-opse1300-opse1301-opse1300e-10045.cfm>
- Certification of attendance is required to be sent to the DHS/FEMA Security Programs Office no later than 30 days after contract award. New employees appointed for work on this contract must receive OPSEC and IT training within 30 business days of joining the contract.
- The Contractor's Facility Security Officer (FSO) must submit annual training certifications within 30 business days via email to:
 - For IT Certificates – FEMA-OCSO-Insider-Threat-Training-CY15@fema.dhs.gov
 - For OPSEC Certificates – fema-opsec@fema.dhs.gov
- Please contact FEMA-OCSO-Insider-Threat-Training-CY15@fema.dhs.gov for questions or issues related to IT training and fema-opsec@fema.dhs.gov for questions or issues related to OPSEC training.

2.6 The Contractor has a shared responsibility to protect DHS, FEMA IT Systems and Resources, thus in accordance with DHS, FEMA General Rules of Behavior for Users of DHS IT Systems and Resources that Access, Store, Receive, or Transmit Sensitive Information, only Government owned office equipment (e.g., workstations, laptops, PEDs, PDAs) shall be used to access DHS, FEMA systems and information. Thus, Government owned electronic devices will be provided to the Contractor for the purpose of performing services required under this contract. Contractor owned electronic devices are prohibited in classified areas and from accessing DHS, FEMA IT Systems and Resources.

3.0 SYSTEM TO BE MAINTAINED: See Attachment 1 - Equipment List for a complete list of all hardware and software to be maintained under this contract.

4.0 PREVENTIVE MAINTENANCE: All equipment listed in Attachment 1 - Equipment List shall be maintained in accordance with the Original Equipment Manufacturers (OEM) maintenance specifications and as described in this SOW.

4.1 Preventive maintenance shall consist of one two-day maintenance visit per quarter and shall include, but not be limited to the following:

- a. Examine and evaluate general system operation and performance.
- b. Update virus definitions for virus scanning software.
- c. Check workstation/server event logs, hard drive space etc. for errors or potential future problems.
- d. Discuss with operators and management any problems that have occurred since last visit and effect any necessary repairs.
- e. Discuss minor modifications that the Government may desire (graphics changes, alarm adjustments etc.) and effect those changes as approved by management.

4.2 Each two-day PM visit shall include at least 16 hours of productive work time at the MWEOC to accomplish the above tasks. If those tasks are completed in less than 16 hours, we will request additional tasks related to the SCADA/AV system to account for the remainder of the time.

4.3 All preventive maintenance shall be scheduled at least 7 calendar days in advance with the Contracting Officer's Representative (COR), or the COR's designee, and shall be performed during the hours of 8:00 A.M. - 5:00 P.M. Monday through Friday, excluding federal holidays.

4.4 Preventive Maintenance Report: A preventive maintenance report shall be furnished to the COR upon completion of each preventive maintenance call. The report shall include:

- a. Date of scheduled maintenance
- b. Date and time of arrival
- c. Hours performing maintenance
- d. Listing of parts replaced or repaired
- e. Description of all changes made to the SCADA/AV system.
- f. Listing of all SCADA/AV equipment that is not fully functional

5.0 ON-CALL MAINTENANCE: Contractor shall maintain a 24 hour per day, seven day per week telephone contact or employ an answering service for notification by the Government of the need for on-call maintenance. Reimbursement for on-call maintenance, to include the cost of repair and replacement parts, shall be in accordance with the hourly rates identified in the Contractor's cost proposal. The contractor shall provide copies of repair and replacement parts receipts/documentation with their invoices.

5.1 On-Call Maintenance Report: An on-call maintenance report shall be furnished to the COR upon completion of each on-call maintenance visit. As a minimum, the report shall include:

- a. Date and time the Contractor was notified by the Government
- b. Date and time of arrival
- c. Hours performing maintenance
- d. Listing of parts replaced or repaired.
- e. Description of all changes made to the SCADA/AV system
- f. Listing of all SCADA/AV equipment that is not fully functional.

5.2 Diagnostic Errors: The Contractor shall be responsible for the costs of services and parts charged to the Government for on-call maintenance visits when the Contractor incorrectly diagnoses the malfunction as not pertaining to equipment maintained by the Contractor and such malfunction, in fact, pertained to a Contractor-maintained equipment. However, the Government will make equitable payment to the contractor when the Contractor is required to make an on-call maintenance visit and no service is needed to be performed.

6.0 MAINTENANCE FACILITIES: The Government will provide adequate working space, including heat, telephone for local calls, light, ventilation, electric current, and power outlets for the use of the Contractor's maintenance personnel. The facilities will be provided at no charge to the Contractor. The Contractor shall not be obligated to provide maintenance service on equipment located in an unsafe or hazardous environment, or which has been rendered unsafe by alterations or connections to other than industry standard equipment.

7.0 INSPECTION OF EQUIPMENT UPON CONTRACT EXPIRATION: The COR, upon termination or expiration of the contract, will inspect the equipment maintained by the Contractor. If the equipment is not in good condition, and/or is not operating properly as established by the manufacturer's specifications, the Contractor shall restore the equipment to a level suitable for maintenance or shall reimburse the Government for all costs associated with restoring the equipment to an acceptable level, if restoration is performed by other than the Contractor.

Attachment 1 - Equipment List

- End of Statement of Work –

Attachment 1 – Equipment List

Video Wall System				
Item	Quan	Manufacturer	Part Number	Description
1	1	Miranda	KXA-FR4	Kaleido X Multi-Image Processor 4 RU Frame
2	1	Miranda	KXI-16HSV3	16 Composite, HD/SD-SDI and 3Gbps Input Module
3	7	Miranda	KXI-DVI-Bridge	Dual Channel to HD Bridge
4	4	Miranda	KXO-DUAL3	Dual Head Output Module with RGBHV/DVI
5	1	Miranda	KALEIDO-RCP2	Ethernet Remote Control Panel and KM Gateway
6	1	Miranda	DENSITE 3	Densite 3 Housing Frame with Controller & PS
7	1	Miranda	IRD-3811-VQ	HD/SD MPEG rec/decoder with ASI and 8VSB Inputs
8	8	Planar	MX46HD-L	46" LCD Full HD Monitor, Ultra Thin Bezel with one Wall Mounting System, One Power Supply & One Controller per four monitors.
9	2	Planar		Planar Controller
10	1	Contemporary Research	ATSC+SDI HDTV Tuner + HDSDI	Cable TV Tuner

Desktop Monitor System				
Item	Quan	Manufacturer	Part Number	Description
1	11	StarTech	DP2VGA2	DP-to-VGA Adapter
2	11	Avocent	AMIQDM-USB	AMX Dongle
3	2	Avocent	AMX5020-001	AMX Matrix Switch
4	6	Avocent	AMX-5130-001	AMX User Station
5	2	Avocent	SC-440	AMX Switchview
6	2	Rane	SM82S	Audio Mixer

Computer Hardware				
Item	Quan	Manufacturer	Part Number	Description
1	2	Dell	Precision R5500 workstation	Control Room SCADA View Nodes
2	2	Dell	PowerEdge R320 Server	SCADA I/O Server and Domain Controllers
3	2	Dell	Precision M6600 Mobile Workstation	SCADA Development Node and Miranda Laptop
4	1	Dell	Optiplex Small Form Factor Workstation	Diesel Shop View Node

Software				
Item	Quan	Manufacturer	Part Number	Description
1	4	Window 7 SP1	Workstation Operating System	SCADA View Nodes, SCADA Dev Node, Miranda Laptop
2	2	Window 2008 R2	Server Operating System	Domain Controller and SCADA I/O Server
3	6	Symantec	Endpoint_Protection	Firewall and Virus Software
4	1	Kepware	Modicon TCP OPC Server	I/O driver for Eotech Dianogistic
5	1	Avocent	AMWorks	Video Wall Configuration software

Networking				
Item	Quan	Manufacturer	Part Number	Description
1	10	EOTec	2A06	Power Supply 85-240VAC or DC
2	8	EOTec	2104-57	EOTec Ring Sw (2 RJ45/ 2 Fiber) MM, SC 2km
3	10	EOTec	2C52	Expansion Module - 4 port RJ45
4	2	EOTec	2104-59	EOTec Ring Switch, 4-port (2 RJ45 / 2 fiber), SM, SC, 15km
5	2	Dell	Power Connect 2816	Ethernet Switch
6	4	Dell	2150 CDN	Printer
7	2	N-Tron	102MCE-SC-15-MDR	Single mode SC connector with 15 km range
8	6	N-Tron	102MC-SC-MDR	Multimode fiber SC connector
9	1	Trendnet	TW100-BRF214	4 port Ethernet/Firewall Router
10	2	Corning	1 U – CCH-01U	Rack Mount
11	1	Corning	2U – CCH-02U	Rack Mount
12	5	Corning	WIC-02P	Wall Mount
13	1	Corning	WIC-04E	Wall Mount
14	12	Corning	CCH-CP08-G7	MM SC Patch Connector
15	4	Corning	CCH-CP12-59	Duplex, UPC, 12 F, Single-mode (OS2)
16	2	Blackbox	LB9217A-R2	Network Switch Housing
17	2	Blackbox	LB9215A	Switch 8-Port Fiber Module SC
18	2	Star Tech	MCM110SC2	MultiMode Fiber to Ethernet Media Converter

MISC				
Item	Quan	Manufacturer	Part Number	Description
1	2	APC	Back-UPS 350, 120V	UPS for Switchboards